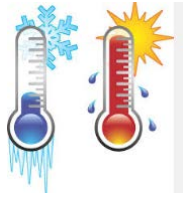


Understand my usage:

If your natural gas bill looks a bit high, there are a few reasons why it might have changed from one bill to the next. We've put together a list so you can check and see if any of these apply to you:



What's the weather been like?

Weather can have a huge impact on your gas usage.

Air conditioning will increase your electricity bill in summer while the short days and colder temperatures in winter mean you'll spend more time inside with the heater on.

A great way to see if your gas usage has changed dramatically is to compare your usage (in MJ) with the same time last year.

Have you had extra people in the house?

The more people living under the one roof, the more natural gas you're likely to use.

That's why you'll often see a spike in your natural gas costs if a friend or relative stays for a few weeks, or if your kids have been home for the holidays

Have you purchased a new appliance?

Some appliances use a surprising amount of natural gas. If you can, try to buy appliances with a high energy efficiency star rating.

You'll find the rating printed on the back or underneath most appliances.

Do we have your concession details?

If you have an eligible concession card, make sure we've got your details on file.

If we do, you should see a concession amount on your bill.

You can register your concession card by contacting Council on 1300 007 662 between 8.20am and 5.00pm weekdays (except public holidays).

You will be required to complete a [Queensland Government Reticulated Natural Gas Rebate form](#).

Other tips for checking your bill

Was it a longer billing period?

Sometimes the number of days in a billing period differs between bills. If you notice a small variation, there may have been more days in this billing period than the previous one – so just double check the dates between this billing period and a previous bill.

Is there money outstanding from a previous bill?

If a bill isn't paid in full, the remaining amount is carried over to the next bill. So you might notice an extra charge based on money owing from a previous bill.

Did the Natural Gas Prices go up?

Prices increase from time to time. And when this happens, we'll always let you know via written notice. Double check your current bill to see if the prices have recently increased.

We had to estimate your meter reading

If we can't access your natural gas meter, your property's gas usage will need to be estimated. This estimate might be based on the same time the year before – or your previous billing period. When this happens, you'll see a notation on your bill stating that this is an estimated reading. We'll then endeavor to get a proper reading of your meter for the next billing cycle and make necessary adjustments to your account.

In accordance with the

In accordance with the Gas Industry Code made under the Gas supply Act 2003, S130 Council must be able to safely exercise a power under S138:

(1) A distribution officer may enter a place to—

(a) install, maintain or take away the distributor's gas infrastructure; or

(b) read or test a meter connected to the distributor's distribution pipeline or system

(3) The power under subsection (1) may be exercised without the consent of, or notice to, the occupier of the place.

Struggling to pay your bill?

We know bills that are higher than expected can sometimes make it difficult to pay on time. If you need some help managing your gas bills please give us a call on 1300 007 662 and we can chat about your options.